

## Administrative Vendor - Performance Report July 2007

<b>Single Point of Entry Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	<b>98%</b>	99.9%	25,627 applications processed in 4 days out of 25,648 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	<b>5%</b>	0%	0 blocked out of 129,151 calls attempted*
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	<b>5%</b>	2.6%	4,010 out of 129,151 incoming calls*
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	<b>100%</b>	100%	1,663 returned in 2 days out of 1,663 voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

<b>Healthy Families Program Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Completeness determination of applications within three (3) business days after receipt from SPE.	<b>99%</b>	99.9%	18,514 out of 18,519 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	<b>99%</b>	100%	212 out of 212 appeals
		100%	14,363 out of 14,363 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	<b>99%</b>	99.9%	80,723 out of 80,835 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	<b>3%</b>	0.0%	40 blocked out of 186,864 calls attempted*
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	<b>3%</b>	0.6%	1,428 abandoned calls out of 186,864 incoming calls*
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	<b>85% in 25 seconds</b>	88.1%	113,056 calls answered in 25 seconds out of 132,205 calls answered*
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	<b>100%</b>	100%	248 returned in 2 days out of 248 total voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

## Administrative Vendor - Quality and Accuracy Performance Report June 2007

<b>Single Point of Entry Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	<b>98%</b>	98.8%	395 applications screened correctly out of 400 applications

<b>Healthy Families Program Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	<b>98%</b>	98.1%	463 applications with correct eligibility determinations out of 472 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	<b>98%</b>	100%	401 applications with correct eligibility determinations out of 401 HFP AER applications
Accuracy of adjudications of HFP appeals received.	<b>98%</b>	100%	104 appeals with correct appeal determinations out of 104 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	<b>98%</b>	100%	1,505 correct and successful 834 transactions generated out of 1,505 triggering events
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	<b>98%</b>	100%	1,200 correct generated and successfully posted plan files out of 1,200 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	<b>98%</b>	100%	1,200 correct determinations and successfully generated plan files out of 1,200 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.